

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2017

Docket No. ACR2017

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO  
QUESTIONS 1-8 OF CHAIRMAN'S INFORMATION REQUEST NO. 11

The United States Postal Service hereby provides its responses to the above -  
listed questions of Chairman's Information Request No. 11, issued on January 31, 2018.  
Each question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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1. The Postal Service has indicated that national operating plan targets (also referred to as the 24-Hour Clock) "are under review for possible revision."<sup>1</sup> Please confirm that the following national goals were in effect for FY 2017. If not confirmed, please provide the revised information for FY 2017.
- a. Cancelled by 20:00 = 80 percent,
  - b. Outgoing primary cleared by 24:00 = 95 percent,
  - c. Outgoing secondary cleared by 00:30 = 95 percent,
  - d. Mail assigned to Commercial/FedEx by 02:30 = 95 percent,
  - e. Trips on time between 00:00-07:00 = 88 percent,
  - f. MMP cleared by 15:00 = 95 percent,
  - g. DPS second pass cleared by 05:00 = 95 percent, and
  - h. Carriers returned by 17:00 = 87 percent.

**RESPONSE:**

- a. Confirmed
- b. Confirmed
- c. Confirmed
- d. Confirmed
- e. Confirmed
- f. Confirmed
- g. Confirmed
- h. Confirmed

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<sup>1</sup> Docket No. ACR2015, Responses of the United States Postal Service to Questions 1-20 of Chairman's Information Request No. 22, November 15, 2016, question 2.b.ii.

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2. Please discuss the Postal Service's steps taken to promote achievement of the following 24-Hour Clock national goals in FY 2017:
- a. Outgoing primary cleared by 24:00,
  - b. Mail assigned to Commercial/FedEx by 02:30,
  - c. Trips on time between 00:00-07:00, and
  - d. MMP cleared by 15:00.

**RESPONSE:**

In FY 2017, the Postal Service took the following steps to promote achievement of the specified 24-Hour Clock national goals:

- a. Outgoing primary cleared by 24:00 – The Postal Service improves the clearance time of the Outgoing Primary operation by ensuring that the supervisor manages the flow of mail from the Advanced Facer Cancellation System (AFCS) to the Outgoing Primary operation. This reduces batching practice and promotes continuous flow of mail. By flowing the container promptly or at the rate of once every 30 minutes or less, the facility can avoid starving of mail at the Primary operation. The Postal Service also communicates and promotes the use of new tools such as Performance to Plan (P2P). The tool provides a visualization of how an actual operation performs compared to the plan. As a result, field managers have the ability to monitor the operation and act on the situation in real time. The Postal Service also monitors and communicates to the field the amount of metered mail being cancelled in the AFCS environment. By isolating the metered mail from the cancellation process, the mail can bypass the

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AFCS and be run directly on the Primary operation. This in turn improves the clearance time of both the AFCS and the Outgoing Primary operation.

- b. Mail assigned to Commercial/FedEx by 02:30 – The Postal Service leverages the Network Operations Control Center (NOCC) and monitors the airline assignment operation. The continuous flow of mail through this operation throughout the night helps to ensure there is no bottleneck at the end of the night. The Postal Service also increases the utilization of the early trip by loading all available mail as early as possible in order to continuously move mail to the Terminal Handling Service (THS) and reduce the risk of mail that does not make the plane departure time.
- c. Trips on time between 00:00-07:00 – The Postal Service promotes operating plan compliance by leveraging lean tools such as organizing a Gemba week. The lessons learned from the Gemba week are used to develop action plans to reduce late trips. These include continuously feeding mail into mail processing equipment and monitoring hourly throughput to improve productivity of the operations, reducing operational downtime by staffing maintenance personnel at the key equipment, improving mail arrival profile by working with transportation and delivery units to bring collection mail in early, staffing operations throughout break and lunch time, monitoring daily trip arrival and departure by utilizing Surface Visibility (SV), and regularly huddling at the beginning of the tour,

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during the tour, and at the end of the tour to promote employee engagement and effective communication to all levels.

- d. MMP cleared by 15:00 – The Postal Service begins processing MMP in the mornings in order to ensure all MMP operations clear timely. Each plant monitors incoming trips and helps to ensure that trips are unloaded timely using the visibility provided by Surface Visibility. Through the Lean Mail Processing initiative, signs and staging lanes are installed and in place to help ensure that mail is staged and processed in an organized First In, First Out (FIFO) order. The In-Plant Support team monitors the processing profile, throughput, and start time using tools such as P2P and MPEWatch's Sort Plan Count Report.

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- 3.** The Postal Service stated that it expected to develop weekly exception reporting to enable individual facilities to “identify the average amount of mail processed after the respective 24-Hour Clock target clearance time” during FY 2017.<sup>2</sup>
- a. Please provide the month and year when facility-level weekly exception reporting was implemented.
  - b. Please discuss the Postal Service’s progress during FY 2017 in using this weekly exception reporting to improve service performance.

**RESPONSE:**

- a. Facility-level weekly exception reporting (i.e. the Operating Plan report) was implemented March 2017.
- b. The Operating Plan report shows the volume processed after the established 24-hour clock target clearance time. The report allows personnel to monitor daily and weekly performance by facility.

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<sup>2</sup> Docket No. ACR2016, Responses of the United States Postal Service to Questions 1-3, 4.a, 4.c, and 5-8 of Chairman’s Information Request No. 10, February 7, 2017, question 2.b.

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4. Please provide the national level, area level, and district level performance for each of the eight 24-Hour Clock national goals. These results should be for Fiscal Quarters 1, 2, 3, 4, "mid-year,"<sup>3</sup> "second-half,"<sup>4</sup> and annually<sup>5</sup> for FY 2016 and FY 2015.

**RESPONSE:**

The requested FY15 and FY16 data are included in Excel file CHIR No. 11 Response Q4.xlsx that accompanies and is attached electronically to this Response.

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<sup>3</sup> Mid-year refers to the aggregation of the data for Quarters 1 and 2 of the applicable fiscal year.

<sup>4</sup> Second-half refers to the aggregation of the data for Quarters 3 and 4 of the applicable fiscal year.

<sup>5</sup> Annually refers to the aggregation of the data for all four fiscal quarters of the applicable fiscal year.

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5. Please provide the national percentage of First-Class Mail Single-Piece Letters/Postcards with collection delays for Fiscal Quarter 3, Fiscal Quarter 4, "second-half," and annually for FY 2016.

**RESPONSE:**

**Percentage of FCM Single-Piece Letters/Postcards with Collection Delay**

Area	Service Standard	Two-Day				Three-to-Five-Day			
	Fiscal Year	2016				2016			
	Quarter	Q3	Q4	Second-Half	Annual	Q3	Q4	Second-Half	Annual
Nation		0.06%	0.15%	0.10%	0.12%	0.13%	0.11%	0.12%	0.17%



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6. Please provide the national level, area level, and district level percentage of First-Class Mail Single-Piece Letters/Postcards that are classified as destination failures (root cause at destination).<sup>6</sup> These results should be disaggregated by service standard for Fiscal Quarters 1, 2, 3, 4, "mid-year," "second-half," and annually for FY 2017.

**RESPONSE:**

**Percentage of FCM Single-Piece Letters/Postcards with Root Cause at Destination**

Area / District	Service Standard	Two-Day						
	Fiscal Year	2017						
	Quarter	Q1	Q2	Q3	Q4	Mid-Year	Second-Half	Annual
Capital Metro		4.31%	3.88%	3.26%	3.46%	4.09%	3.36%	3.73%
Capital Metro	Atlanta	3.79%	4.50%	2.82%	4.16%	4.15%	3.49%	3.82%
Capital Metro	Baltimore	3.20%	3.04%	3.45%	3.00%	3.12%	3.22%	3.17%
Capital Metro	Capital	6.20%	4.77%	4.08%	3.76%	5.47%	3.92%	4.70%
Capital Metro	Greater South Carolina	3.07%	2.63%	2.45%	2.75%	2.85%	2.60%	2.73%
Capital Metro	Greensboro	3.83%	4.73%	3.42%	3.36%	4.29%	3.39%	3.83%
Capital Metro	Mid-Carolinas	6.40%	3.93%	3.73%	3.50%	5.17%	3.62%	4.39%
Capital Metro	Northern Virginia	4.35%	3.00%	2.41%	3.57%	3.67%	2.99%	3.33%
Capital Metro	Richmond	3.66%	4.43%	3.76%	3.56%	4.04%	3.66%	3.85%
Eastern		3.27%	3.14%	2.31%	2.63%	3.21%	2.47%	2.84%
Eastern	Appalachian	2.77%	2.76%	2.31%	1.79%	2.77%	2.05%	2.40%
Eastern	Central Pennsylvania	3.71%	4.09%	2.10%	2.07%	3.90%	2.09%	2.99%
Eastern	Kentuckiana	3.51%	2.69%	2.60%	3.18%	3.10%	2.88%	2.99%
Eastern	Northern Ohio	4.45%	3.33%	2.59%	3.72%	3.88%	3.15%	3.52%
Eastern	Ohio Valley	3.27%	3.10%	2.43%	2.70%	3.18%	2.57%	2.87%
Eastern	Philadelphia Metro	4.22%	4.19%	2.55%	3.29%	4.20%	2.91%	3.56%
Eastern	South Jersey	2.94%	3.44%	1.79%	2.10%	3.19%	1.94%	2.56%
Eastern	Tennessee	3.14%	2.44%	2.43%	2.54%	2.79%	2.48%	2.64%
Eastern	Western New York	2.29%	2.81%	2.38%	2.84%	2.55%	2.61%	2.58%
Eastern	Western Pennsylvania	2.43%	2.46%	1.95%	2.47%	2.45%	2.21%	2.33%
Great Lakes		5.31%	4.60%	3.31%	3.38%	4.95%	3.35%	4.14%

<sup>6</sup> See Responses of The United States Postal Service to Questions 1-19 of Chairman's Information Request No. 2, January 17, 2018, question 8.a.

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Area / District	Service Standard	Two-Day						
	Fiscal Year	2017						
	Quarter	Q1	Q2	Q3	Q4	Mid-Year	Second-Half	Annual
Great Lakes	Central Illinois	4.45%	4.80%	2.57%	2.49%	4.62%	2.53%	3.56%
Great Lakes	Chicago	6.14%	5.49%	4.34%	4.45%	5.81%	4.40%	5.11%
Great Lakes	Detroit	10.66%	5.90%	3.51%	3.77%	8.26%	3.64%	5.93%
Great Lakes	Gateway	4.06%	5.10%	4.36%	3.56%	4.58%	3.96%	4.27%
Great Lakes	Greater Indiana	4.14%	4.09%	2.96%	2.61%	4.12%	2.78%	3.44%
Great Lakes	Greater Michigan	4.12%	3.43%	2.18%	3.16%	3.78%	2.67%	3.22%
Great Lakes	Lakeland	3.67%	3.42%	3.35%	3.65%	3.55%	3.50%	3.52%
Northeast		4.87%	5.89%	3.79%	4.25%	5.38%	4.02%	4.70%
Northeast	Albany	4.55%	5.23%	3.35%	3.96%	4.90%	3.65%	4.27%
Northeast	Caribbean	5.97%	5.32%	3.95%	7.21%	5.64%	5.43%	5.54%
Northeast	Connecticut Valley	4.34%	4.82%	3.07%	2.49%	4.59%	2.78%	3.69%
Northeast	Greater Boston	4.46%	5.07%	3.63%	4.53%	4.77%	4.08%	4.43%
Northeast	Long Island	4.74%	6.25%	3.61%	4.02%	5.50%	3.82%	4.66%
Northeast	New York	6.39%	7.08%	4.57%	4.90%	6.73%	4.73%	5.74%
Northeast	Northern New England	3.37%	5.34%	2.91%	2.73%	4.37%	2.82%	3.59%
Northeast	Northern New Jersey	5.07%	6.05%	4.20%	3.45%	5.56%	3.82%	4.69%
Northeast	Triboro	6.09%	8.50%	4.88%	5.65%	7.28%	5.27%	6.28%
Northeast	Westchester	4.21%	5.61%	4.03%	4.34%	4.91%	4.18%	4.55%
Pacific		3.61%	3.13%	2.75%	2.86%	3.37%	2.81%	3.09%
Pacific	Bay-Valley	4.08%	4.23%	3.14%	3.62%	4.15%	3.38%	3.76%
Pacific	Honolulu	2.11%	2.57%	1.98%	1.98%	2.34%	1.98%	2.16%
Pacific	Los Angeles	7.31%	4.87%	4.60%	5.30%	6.09%	4.95%	5.52%
Pacific	Sacramento	2.38%	2.08%	2.19%	1.68%	2.23%	1.93%	2.08%
Pacific	San Diego	2.45%	2.05%	2.64%	2.47%	2.25%	2.56%	2.40%
Pacific	San Francisco	4.37%	3.37%	2.49%	2.56%	3.87%	2.52%	3.19%
Pacific	Santa Ana	2.79%	3.33%	2.43%	2.60%	3.06%	2.51%	2.79%
Pacific	Sierra Coastal	3.45%	2.54%	2.53%	2.75%	2.99%	2.64%	2.82%
Southern		3.64%	3.57%	2.85%	3.44%	3.61%	3.14%	3.37%
Southern	Alabama	3.29%	4.68%	2.66%	3.40%	4.00%	3.03%	3.51%
Southern	Arkansas	3.16%	3.61%	2.35%	2.51%	3.38%	2.43%	2.91%
Southern	Dallas	3.99%	3.49%	2.87%	2.91%	3.74%	2.89%	3.31%
Southern	Fort Worth	3.32%	3.18%	3.10%	2.71%	3.25%	2.91%	3.08%
Southern	Gulf Atlantic	4.02%	3.52%	2.71%	3.95%	3.77%	3.34%	3.55%
Southern	Houston	3.62%	4.52%	2.28%	3.97%	4.07%	3.11%	3.60%
Southern	Louisiana	3.84%	3.26%	3.70%	3.89%	3.55%	3.80%	3.67%

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Area / District	Service Standard	Two-Day						
	Fiscal Year	2017						
	Quarter	Q1	Q2	Q3	Q4	Mid-Year	Second-Half	Annual
Southern	Mississippi	3.32%	5.38%	2.70%	3.23%	4.36%	2.97%	3.66%
Southern	Oklahoma	2.81%	1.91%	1.89%	1.53%	2.35%	1.71%	2.03%
Southern	Rio Grande	2.59%	2.87%	2.83%	2.47%	2.73%	2.65%	2.69%
Southern	South Florida	6.05%	3.56%	3.80%	6.33%	4.78%	5.03%	4.91%
Southern	Suncoast	3.79%	2.65%	3.24%	4.59%	3.21%	3.90%	3.56%
Western		3.78%	3.24%	2.46%	2.73%	3.51%	2.60%	3.05%
Western	Alaska	2.57%	2.79%	2.17%	2.81%	2.68%	2.49%	2.59%
Western	Arizona	2.98%	2.60%	2.55%	3.25%	2.79%	2.90%	2.85%
Western	Central Plains	3.19%	3.29%	2.51%	2.05%	3.24%	2.28%	2.76%
Western	Colorado/Wyoming	6.35%	5.04%	4.27%	4.95%	5.69%	4.60%	5.15%
Western	Dakotas	4.48%	2.90%	1.95%	1.70%	3.68%	1.83%	2.75%
Western	Hawkeye	2.41%	2.38%	1.97%	1.88%	2.40%	1.93%	2.16%
Western	Mid-America	6.20%	4.38%	3.18%	3.64%	5.29%	3.41%	4.36%
Western	Nevada-Sierra	2.16%	1.67%	1.10%	1.33%	1.92%	1.21%	1.56%
Western	Northland	3.89%	3.18%	2.64%	2.80%	3.53%	2.72%	3.12%
Western	Portland	3.84%	3.60%	2.12%	2.21%	3.72%	2.17%	2.94%
Western	Salt Lake City	3.29%	3.19%	2.20%	2.86%	3.24%	2.53%	2.88%
Western	Seattle	3.72%	4.11%	2.96%	3.43%	3.92%	3.20%	3.55%
<b>Nation</b>		<b>4.03%</b>	<b>3.88%</b>	<b>2.92%</b>	<b>3.23%</b>	<b>3.96%</b>	<b>3.07%</b>	<b>3.51%</b>

**Percentage of FCM Single-Piece Letters/Postcards with Root Cause at Destination**

Area / District	Service Standard	Three-to-Five-Day						
	Fiscal Year	2017						
	Quarter	Q1	Q2	Q3	Q4	Mid-Year	Second-Half	Annual
Capital Metro		10.67%	10.51%	7.63%	8.85%	10.59%	8.24%	9.41%
Capital Metro	Atlanta	10.43%	11.06%	8.39%	9.92%	10.76%	9.14%	9.95%
Capital Metro	Baltimore	9.64%	8.46%	6.90%	8.65%	9.05%	7.77%	8.41%
Capital Metro	Capital	14.81%	14.10%	11.93%	11.47%	14.45%	11.70%	13.07%
Capital Metro	Greater South Carolina	8.67%	9.05%	5.78%	6.91%	8.86%	6.34%	7.60%
Capital Metro	Greensboro	9.51%	11.31%	7.14%	8.54%	10.42%	7.84%	9.12%
Capital Metro	Mid-Carolinas	11.24%	8.13%	5.69%	7.35%	9.68%	6.53%	8.08%
Capital Metro	Northern Virginia	10.71%	10.28%	7.25%	8.62%	10.49%	7.92%	9.21%
Capital Metro	Richmond	10.45%	11.59%	7.95%	9.36%	11.02%	8.65%	9.83%
Eastern		9.53%	8.74%	6.32%	6.89%	9.13%	6.61%	7.87%

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Area / District	Service Standard	Three-to-Five-Day						
	Fiscal Year	2017						
	Quarter	Q1	Q2	Q3	Q4	Mid-Year	Second-Half	Annual
Eastern	Appalachian	9.08%	6.87%	5.17%	5.29%	7.97%	5.23%	6.60%
Eastern	Central Pennsylvania	10.92%	11.76%	7.00%	7.14%	11.34%	7.07%	9.20%
Eastern	Kentuckiana	11.41%	9.75%	6.99%	8.14%	10.58%	7.56%	9.06%
Eastern	Northern Ohio	12.05%	9.72%	8.47%	9.83%	10.88%	9.14%	10.02%
Eastern	Ohio Valley	9.11%	9.36%	8.04%	7.76%	9.23%	7.90%	8.57%
Eastern	Philadelphia Metro	9.28%	8.50%	6.36%	6.92%	8.89%	6.64%	7.76%
Eastern	South Jersey	8.73%	8.60%	5.44%	6.28%	8.66%	5.86%	7.25%
Eastern	Tennessee	10.03%	8.95%	5.87%	7.07%	9.48%	6.45%	7.98%
Eastern	Western New York	7.86%	8.55%	5.33%	5.65%	8.20%	5.49%	6.86%
Eastern	Western Pennsylvania	6.76%	5.42%	4.54%	4.89%	6.08%	4.72%	5.40%
Great Lakes		13.46%	11.52%	8.43%	9.26%	12.48%	8.85%	10.66%
Great Lakes	Central Illinois	13.61%	10.90%	7.54%	8.62%	12.23%	8.07%	10.15%
Great Lakes	Chicago	13.08%	11.75%	10.09%	10.23%	12.42%	10.16%	11.29%
Great Lakes	Detroit	18.87%	14.31%	8.56%	9.95%	16.56%	9.26%	12.87%
Great Lakes	Gateway	13.37%	12.23%	8.14%	9.27%	12.80%	8.70%	10.75%
Great Lakes	Greater Indiana	11.61%	11.61%	9.01%	10.68%	11.61%	9.85%	10.73%
Great Lakes	Greater Michigan	11.39%	10.58%	8.19%	8.73%	10.98%	8.46%	9.72%
Great Lakes	Lakeland	12.41%	9.29%	7.47%	7.37%	10.85%	7.42%	9.14%
Northeast		14.69%	15.69%	10.34%	10.64%	15.19%	10.49%	12.84%
Northeast	Albany	12.17%	12.04%	7.17%	6.81%	12.10%	6.99%	9.54%
Northeast	Caribbean	26.79%	24.94%	22.28%	22.55%	25.87%	22.41%	24.20%
Northeast	Connecticut Valley	12.20%	13.32%	8.26%	8.11%	12.76%	8.18%	10.48%
Northeast	Greater Boston	13.10%	13.10%	8.49%	8.95%	13.10%	8.72%	10.93%
Northeast	Long Island	11.37%	14.54%	8.62%	9.22%	12.96%	8.91%	10.93%
Northeast	New York	16.01%	16.13%	12.01%	11.46%	16.07%	11.74%	13.90%
Northeast	Northern New England	13.24%	13.55%	7.91%	9.78%	13.39%	8.84%	11.11%
Northeast	Northern New Jersey	11.48%	14.56%	8.22%	8.65%	13.03%	8.43%	10.70%
Northeast	Triboro	18.64%	19.68%	11.20%	12.40%	19.16%	11.79%	15.47%
Northeast	Westchester	11.97%	15.23%	9.42%	10.18%	13.59%	9.80%	11.69%
Pacific		9.62%	9.49%	7.41%	7.11%	9.55%	7.26%	8.40%
Pacific	Bay-Valley	11.15%	10.12%	7.77%	7.12%	10.64%	7.45%	9.02%
Pacific	Honolulu	8.57%	10.45%	8.26%	7.90%	9.51%	8.08%	8.79%
Pacific	Los Angeles	12.88%	10.62%	9.18%	8.40%	11.76%	8.79%	10.27%
Pacific	Sacramento	9.48%	9.96%	7.56%	6.99%	9.72%	7.28%	8.50%

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Area / District	Service Standard	Three-to-Five-Day						
	Fiscal Year	2017						
	Quarter	Q1	Q2	Q3	Q4	Mid-Year	Second-Half	Annual
Pacific	San Diego	7.74%	8.06%	5.94%	6.07%	7.90%	6.00%	6.94%
Pacific	San Francisco	10.26%	10.60%	7.56%	7.16%	10.43%	7.36%	8.89%
Pacific	Santa Ana	8.55%	9.96%	7.14%	7.31%	9.26%	7.22%	8.23%
Pacific	Sierra Coastal	8.33%	6.16%	5.89%	5.89%	7.24%	5.89%	6.57%
Southern		10.93%	10.33%	8.07%	10.44%	10.63%	9.24%	9.93%
Southern	Alabama	9.78%	9.90%	8.20%	9.40%	9.84%	8.80%	9.32%
Southern	Arkansas	10.78%	12.45%	8.43%	9.33%	11.61%	8.88%	10.24%
Southern	Dallas	11.27%	10.81%	9.38%	9.72%	11.04%	9.55%	10.29%
Southern	Fort Worth	8.31%	7.96%	5.94%	6.52%	8.13%	6.22%	7.17%
Southern	Gulf Atlantic	13.00%	10.19%	8.19%	12.84%	11.60%	10.52%	11.06%
Southern	Houston	11.97%	14.95%	7.96%	14.52%	13.48%	11.12%	12.31%
Southern	Louisiana	11.81%	9.97%	9.36%	10.77%	10.88%	10.06%	10.47%
Southern	Mississippi	11.04%	11.03%	9.10%	10.17%	11.03%	9.63%	10.33%
Southern	Oklahoma	9.16%	6.81%	5.04%	6.19%	7.99%	5.62%	6.81%
Southern	Rio Grande	10.05%	10.98%	8.30%	7.67%	10.51%	7.99%	9.25%
Southern	South Florida	11.56%	10.01%	10.80%	16.22%	10.78%	13.48%	12.12%
Southern	Suncoast	12.47%	8.84%	6.12%	12.23%	10.64%	9.08%	9.87%
Western		11.29%	10.56%	7.73%	7.86%	10.93%	7.79%	9.35%
Western	Alaska	7.60%	5.02%	4.06%	3.48%	6.30%	3.77%	5.03%
Western	Arizona	10.33%	9.50%	7.60%	6.69%	9.91%	7.15%	8.52%
Western	Central Plains	8.98%	8.41%	7.29%	8.61%	8.69%	7.95%	8.31%
Western	Colorado/Wyoming	15.72%	15.51%	13.31%	11.42%	15.61%	12.38%	13.98%
Western	Dakotas	15.60%	12.56%	8.42%	7.53%	14.08%	7.98%	11.01%
Western	Hawkeye	10.27%	8.09%	6.23%	6.45%	9.17%	6.34%	7.76%
Western	Mid-America	15.53%	14.77%	10.18%	11.13%	15.15%	10.66%	12.92%
Western	Nevada-Sierra	5.02%	5.22%	3.41%	3.71%	5.12%	3.56%	4.33%
Western	Northland	13.63%	11.55%	9.82%	7.29%	12.60%	8.57%	10.57%
Western	Portland	11.29%	13.16%	8.21%	8.18%	12.24%	8.20%	10.20%
Western	Salt Lake City	9.11%	11.23%	7.26%	7.01%	10.17%	7.14%	8.66%
Western	Seattle	12.43%	11.57%	7.07%	12.73%	12.00%	9.87%	10.93%
<b>Nation</b>		<b>11.43%</b>	<b>10.97%</b>	<b>7.99%</b>	<b>8.76%</b>	<b>11.20%</b>	<b>8.37%</b>	<b>9.78%</b>

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7. Please provide the area level and district level of TTMS aggregate estimates of First-Class Mail Single-Piece Letters/Postcards with Delivery/Last Mile failures reported. These results should be disaggregated by service standard for Fiscal Quarters 1, 2, 3, 4, "mid-year," "second-half," and annually for FY 2016.

**RESPONSE:**

**Percentage of FCM Single-Piece Letters/Postcards with Root Cause of  
Delivery/Last Mile Failure**

Area / District	Service Standard	Two-Day						
	Fiscal Year	2016						
	Quarter	Q1	Q2	Q3	Q4	Mid-Year	Second-Half	Annual
Capital Metro		1.88%	2.06%	1.24%	1.55%	1.97%	1.40%	1.69%
Capital Metro	Atlanta	1.48%	1.70%	1.09%	1.88%	1.59%	1.49%	1.54%
Capital Metro	Baltimore	1.90%	1.56%	0.98%	1.26%	1.73%	1.12%	1.43%
Capital Metro	Capital	1.84%	2.36%	1.18%	1.27%	2.10%	1.23%	1.67%
Capital Metro	Greater South Carolina	1.65%	1.36%	1.42%	1.26%	1.50%	1.34%	1.42%
Capital Metro	Greensboro	1.64%	2.28%	1.14%	1.50%	1.97%	1.32%	1.64%
Capital Metro	Mid-Carolinas	2.42%	3.26%	1.73%	1.95%	2.84%	1.84%	2.34%
Capital Metro	Northern Virginia	1.64%	2.30%	1.19%	1.28%	1.97%	1.24%	1.60%
Capital Metro	Richmond	2.49%	1.71%	1.21%	1.99%	2.11%	1.60%	1.86%
Eastern		1.58%	2.03%	1.24%	1.28%	1.80%	1.26%	1.53%
Eastern	Appalachian	1.80%	2.41%	1.43%	1.30%	2.10%	1.37%	1.74%
Eastern	Central Pennsylvania	1.67%	3.59%	1.58%	1.03%	2.64%	1.30%	1.98%
Eastern	Kentuckiana	2.10%	2.78%	1.48%	1.56%	2.43%	1.52%	1.98%
Eastern	Northern Ohio	1.51%	1.32%	1.16%	0.92%	1.42%	1.04%	1.23%
Eastern	Ohio Valley	1.60%	1.50%	1.03%	1.65%	1.55%	1.34%	1.44%
Eastern	Philadelphia Metro	1.55%	1.91%	1.41%	1.44%	1.73%	1.43%	1.58%
Eastern	South Jersey	1.16%	1.72%	1.02%	1.04%	1.44%	1.03%	1.24%
Eastern	Tennessee	1.85%	1.90%	1.18%	1.42%	1.88%	1.30%	1.59%
Eastern	Western New York	1.01%	1.43%	1.00%	1.26%	1.22%	1.13%	1.18%
Eastern	Western Pennsylvania	1.35%	1.05%	0.98%	1.24%	1.20%	1.11%	1.16%
Great Lakes		1.90%	1.77%	1.48%	1.33%	1.84%	1.40%	1.62%
Great Lakes	Central Illinois	1.57%	1.07%	1.67%	1.49%	1.32%	1.58%	1.45%
Great Lakes	Chicago	3.31%	4.16%	2.06%	2.63%	3.74%	2.34%	3.04%
Great Lakes	Detroit	1.86%	1.53%	1.19%	1.27%	1.69%	1.23%	1.46%

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Area / District	Service Standard	Two-Day						
	Fiscal Year	2016						
	Quarter	Q1	Q2	Q3	Q4	Mid-Year	Second-Half	Annual
Great Lakes	Gateway	1.40%	1.52%	1.03%	1.01%	1.46%	1.02%	1.24%
Great Lakes	Greater Indiana	1.93%	1.45%	1.63%	0.77%	1.69%	1.20%	1.44%
Great Lakes	Greater Michigan	1.91%	1.73%	1.47%	1.09%	1.82%	1.28%	1.55%
Great Lakes	Lakeland	1.40%	0.95%	1.36%	1.04%	1.18%	1.20%	1.19%
Northeast		1.71%	2.09%	1.46%	1.89%	1.90%	1.67%	1.79%
Northeast	Albany	1.46%	1.22%	1.36%	1.88%	1.34%	1.62%	1.48%
Northeast	Caribbean	3.33%	2.98%	2.72%	3.59%	3.16%	3.15%	3.16%
Northeast	Connecticut Valley	1.18%	1.49%	0.54%	0.98%	1.34%	0.76%	1.05%
Northeast	Greater Boston	1.82%	1.75%	1.21%	1.77%	1.79%	1.49%	1.64%
Northeast	Long Island	1.16%	2.61%	1.40%	1.11%	1.88%	1.25%	1.57%
Northeast	New York	1.59%	2.57%	1.84%	2.08%	2.08%	1.96%	2.02%
Northeast	Northern New England	1.55%	1.22%	1.76%	2.08%	1.39%	1.92%	1.65%
Northeast	Northern New Jersey	1.55%	2.34%	0.98%	1.49%	1.95%	1.24%	1.59%
Northeast	Triboro	2.38%	3.69%	1.97%	2.65%	3.04%	2.31%	2.67%
Northeast	Westchester	1.06%	1.31%	0.72%	1.21%	1.18%	0.97%	1.08%
Pacific		1.76%	1.50%	1.46%	1.24%	1.63%	1.35%	1.49%
Pacific	Bay-Valley	2.20%	1.60%	1.55%	0.87%	1.90%	1.21%	1.56%
Pacific	Honolulu	1.94%	1.57%	1.78%	1.40%	1.76%	1.59%	1.68%
Pacific	Los Angeles	2.37%	1.87%	2.05%	1.94%	2.13%	1.99%	2.06%
Pacific	Sacramento	2.18%	1.65%	1.11%	0.86%	1.91%	0.99%	1.45%
Pacific	San Diego	0.96%	1.67%	1.01%	0.95%	1.32%	0.98%	1.15%
Pacific	San Francisco	1.52%	1.32%	1.36%	1.57%	1.42%	1.47%	1.44%
Pacific	Santa Ana	1.32%	1.33%	1.50%	0.95%	1.33%	1.22%	1.27%
Pacific	Sierra Coastal	1.55%	0.99%	1.32%	1.33%	1.27%	1.33%	1.30%
Southern		1.53%	1.50%	1.48%	1.59%	1.52%	1.53%	1.52%
Southern	Alabama	1.25%	1.52%	1.24%	1.49%	1.38%	1.37%	1.37%
Southern	Arkansas	1.07%	1.06%	1.55%	1.64%	1.06%	1.59%	1.33%
Southern	Dallas	2.07%	2.50%	1.62%	1.83%	2.29%	1.72%	2.01%
Southern	Fort Worth	1.65%	1.13%	1.37%	1.29%	1.39%	1.33%	1.36%
Southern	Gulf Atlantic	1.82%	1.56%	0.86%	1.22%	1.69%	1.04%	1.36%
Southern	Houston	1.25%	0.64%	1.65%	1.69%	0.95%	1.67%	1.31%
Southern	Louisiana	2.20%	1.72%	1.78%	2.41%	1.96%	2.10%	2.03%
Southern	Mississippi	1.45%	1.60%	1.60%	1.41%	1.52%	1.50%	1.51%
Southern	Oklahoma	0.90%	1.31%	1.58%	1.10%	1.11%	1.34%	1.22%
Southern	Rio Grande	1.39%	1.39%	1.49%	1.42%	1.39%	1.46%	1.42%

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Area / District	Service Standard	Two-Day						
	Fiscal Year	2016						
	Quarter	Q1	Q2	Q3	Q4	Mid-Year	Second-Half	Annual
Southern	South Florida	1.74%	1.58%	1.79%	2.06%	1.66%	1.92%	1.79%
Southern	Suncoast	1.57%	1.99%	1.35%	1.43%	1.78%	1.39%	1.59%
Western		1.57%	1.28%	1.17%	1.25%	1.43%	1.21%	1.32%
Western	Alaska	1.75%	1.93%	0.84%	1.61%	1.84%	1.23%	1.54%
Western	Arizona	1.81%	1.54%	1.60%	1.77%	1.68%	1.68%	1.68%
Western	Central Plains	1.66%	1.13%	1.26%	1.48%	1.39%	1.37%	1.38%
Western	Colorado/Wyoming	2.45%	2.31%	1.53%	1.53%	2.38%	1.53%	1.96%
Western	Dakotas	0.82%	0.68%	0.98%	0.69%	0.75%	0.84%	0.79%
Western	Hawkeye	1.25%	1.38%	0.83%	1.39%	1.31%	1.11%	1.21%
Western	Mid-America	1.68%	0.88%	1.57%	1.02%	1.28%	1.29%	1.29%
Western	Nevada-Sierra	2.01%	1.35%	0.66%	0.84%	1.68%	0.75%	1.21%
Western	Northland	1.13%	1.14%	0.88%	1.04%	1.14%	0.96%	1.05%
Western	Portland	1.38%	0.98%	1.45%	1.60%	1.18%	1.53%	1.35%
Western	Salt Lake City	1.63%	1.21%	0.84%	0.76%	1.42%	0.80%	1.11%
Western	Seattle	1.47%	1.11%	1.54%	1.30%	1.29%	1.42%	1.35%

**Percentage of FCM Single-Piece Letters/Postcards with Root Cause of  
Delivery/Last Mile Failure**

Area / District	Service Standard	Three-to-Five-Day						
	Fiscal Year	2016						
	Quarter	Q1	Q2	Q3	Q4	Mid-Year	Second-Half	Annual
Capital Metro		1.58%	2.02%	1.42%	1.69%	1.80%	1.56%	1.68%
Capital Metro	Atlanta	1.64%	1.69%	1.60%	2.21%	1.67%	1.91%	1.79%
Capital Metro	Baltimore	1.33%	1.87%	1.21%	1.03%	1.60%	1.12%	1.36%
Capital Metro	Capital	1.87%	1.67%	1.63%	1.66%	1.77%	1.64%	1.71%
Capital Metro	Greater South Carolina	1.74%	1.34%	0.81%	1.35%	1.54%	1.08%	1.31%
Capital Metro	Greensboro	1.08%	2.54%	1.34%	1.63%	1.82%	1.49%	1.65%
Capital Metro	Mid-Carolinas	2.22%	3.32%	2.20%	2.54%	2.76%	2.37%	2.57%
Capital Metro	Northern Virginia	1.22%	2.05%	1.32%	1.01%	1.63%	1.17%	1.40%
Capital Metro	Richmond	1.55%	1.73%	1.29%	2.10%	1.64%	1.69%	1.67%
Eastern		1.35%	1.67%	1.25%	1.32%	1.51%	1.28%	1.40%
Eastern	Appalachian	1.27%	2.19%	1.16%	1.31%	1.73%	1.23%	1.48%
Eastern	Central Pennsylvania	1.52%	1.95%	1.04%	1.81%	1.74%	1.43%	1.58%



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Area / District	Service Standard	Three-to-Five-Day						
	Fiscal Year	2016						
	Quarter	Q1	Q2	Q3	Q4	Mid-Year	Second-Half	Annual
Eastern	Kentuckiana	1.57%	1.98%	1.38%	1.65%	1.78%	1.52%	1.65%
Eastern	Northern Ohio	1.07%	1.11%	0.95%	1.05%	1.09%	1.00%	1.05%
Eastern	Ohio Valley	1.00%	1.83%	1.55%	1.36%	1.42%	1.45%	1.44%
Eastern	Philadelphia Metro	1.41%	1.86%	1.06%	1.52%	1.64%	1.29%	1.46%
Eastern	South Jersey	1.17%	1.48%	1.19%	1.46%	1.33%	1.32%	1.33%
Eastern	Tennessee	1.64%	1.78%	1.54%	1.16%	1.71%	1.35%	1.53%
Eastern	Western New York	1.40%	1.43%	1.15%	0.64%	1.42%	0.90%	1.16%
Eastern	Western Pennsylvania	1.43%	1.12%	1.43%	1.27%	1.28%	1.35%	1.31%
Great Lakes		1.47%	1.57%	1.22%	1.37%	1.52%	1.30%	1.41%
Great Lakes	Central Illinois	1.51%	1.38%	1.30%	1.59%	1.44%	1.45%	1.44%
Great Lakes	Chicago	2.42%	3.04%	1.93%	2.27%	2.74%	2.10%	2.42%
Great Lakes	Detroit	1.39%	1.41%	1.17%	0.99%	1.40%	1.08%	1.24%
Great Lakes	Gateway	1.55%	1.30%	1.15%	1.34%	1.42%	1.25%	1.34%
Great Lakes	Greater Indiana	1.03%	1.32%	1.11%	1.19%	1.17%	1.15%	1.16%
Great Lakes	Greater Michigan	1.58%	1.50%	0.90%	0.99%	1.53%	0.94%	1.24%
Great Lakes	Lakeland	0.85%	1.02%	1.02%	1.24%	0.94%	1.13%	1.03%
Northeast		1.43%	2.12%	1.38%	1.80%	1.78%	1.59%	1.68%
Northeast	Albany	1.24%	1.30%	1.60%	1.49%	1.27%	1.54%	1.41%
Northeast	Caribbean	2.81%	3.11%	1.80%	3.14%	2.96%	2.48%	2.72%
Northeast	Connecticut Valley	1.38%	1.70%	1.26%	1.24%	1.54%	1.25%	1.40%
Northeast	Greater Boston	1.34%	1.43%	1.01%	1.58%	1.38%	1.29%	1.34%
Northeast	Long Island	1.13%	1.98%	0.82%	1.10%	1.55%	0.96%	1.26%
Northeast	New York	1.15%	2.80%	1.56%	2.22%	1.99%	1.89%	1.94%
Northeast	Northern New England	1.59%	1.66%	1.61%	1.83%	1.62%	1.72%	1.67%
Northeast	Northern New Jersey	1.06%	3.17%	1.38%	2.02%	2.12%	1.70%	1.91%
Northeast	Triboro	1.56%	2.28%	1.60%	2.19%	1.93%	1.89%	1.91%
Northeast	Westchester	1.11%	1.80%	1.16%	1.20%	1.46%	1.18%	1.32%
Pacific		1.44%	1.32%	1.34%	1.34%	1.38%	1.34%	1.36%
Pacific	Bay-Valley	1.98%	1.90%	1.62%	1.69%	1.94%	1.66%	1.80%
Pacific	Honolulu	0.91%	0.57%	0.71%	1.08%	0.74%	0.90%	0.82%
Pacific	Los Angeles	1.89%	1.82%	2.54%	1.78%	1.85%	2.15%	2.01%
Pacific	Sacramento	1.48%	1.33%	1.21%	1.19%	1.40%	1.20%	1.30%
Pacific	San Diego	1.22%	1.12%	1.15%	1.19%	1.17%	1.17%	1.17%
Pacific	San Francisco	1.49%	1.23%	1.46%	1.41%	1.36%	1.44%	1.40%

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Area / District	Service Standard	Three-to-Five-Day						
	Fiscal Year	2016						
	Quarter	Q1	Q2	Q3	Q4	Mid-Year	Second-Half	Annual
Pacific	Santa Ana	1.25%	1.52%	0.89%	1.19%	1.38%	1.04%	1.21%
Pacific	Sierra Coastal	1.35%	1.11%	1.11%	1.19%	1.23%	1.15%	1.19%
Southern		1.51%	1.40%	1.36%	1.72%	1.46%	1.54%	1.50%
Southern	Alabama	1.37%	1.59%	1.14%	1.51%	1.48%	1.33%	1.40%
Southern	Arkansas	1.55%	1.40%	1.36%	1.53%	1.48%	1.44%	1.46%
Southern	Dallas	2.04%	1.97%	1.86%	1.94%	2.00%	1.90%	1.95%
Southern	Fort Worth	1.19%	1.06%	1.21%	1.64%	1.13%	1.43%	1.27%
Southern	Gulf Atlantic	1.38%	1.12%	0.71%	1.49%	1.25%	1.10%	1.18%
Southern	Houston	1.31%	0.81%	2.22%	1.71%	1.06%	1.97%	1.50%
Southern	Louisiana	1.71%	2.03%	1.74%	2.64%	1.87%	2.19%	2.03%
Southern	Mississippi	2.00%	1.49%	1.45%	1.82%	1.74%	1.64%	1.69%
Southern	Oklahoma	1.28%	1.14%	0.97%	1.77%	1.21%	1.37%	1.29%
Southern	Rio Grande	1.44%	1.11%	1.11%	1.34%	1.27%	1.23%	1.25%
Southern	South Florida	1.80%	1.47%	1.47%	2.19%	1.64%	1.83%	1.73%
Southern	Suncoast	1.11%	1.67%	1.10%	1.06%	1.39%	1.08%	1.24%
Western		1.34%	1.24%	1.23%	1.34%	1.29%	1.29%	1.29%
Western	Alaska	1.95%	2.16%	0.84%	1.29%	2.05%	1.07%	1.56%
Western	Arizona	1.92%	1.12%	1.62%	1.91%	1.52%	1.77%	1.64%
Western	Central Plains	1.35%	1.23%	1.13%	1.04%	1.29%	1.08%	1.19%
Western	Colorado/Wyoming	1.00%	1.49%	1.67%	1.31%	1.25%	1.49%	1.37%
Western	Dakotas	0.79%	0.83%	1.18%	0.93%	0.81%	1.06%	0.93%
Western	Hawkeye	1.30%	1.93%	1.20%	1.39%	1.61%	1.30%	1.45%
Western	Mid-America	1.31%	0.78%	1.42%	1.50%	1.04%	1.46%	1.25%
Western	Nevada-Sierra	1.68%	0.94%	1.10%	1.01%	1.30%	1.05%	1.18%
Western	Northland	0.85%	1.04%	1.05%	1.42%	0.95%	1.24%	1.09%
Western	Portland	1.32%	1.23%	1.19%	2.14%	1.28%	1.66%	1.47%
Western	Salt Lake City	1.39%	1.02%	0.80%	1.04%	1.21%	0.92%	1.06%
Western	Seattle	1.26%	1.11%	1.58%	1.18%	1.19%	1.38%	1.28%

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8. Please provide the information requested in the following table for FY 2017.

Product	a. Percentage of Mail in Measurement	b. Percentage of Mail entered at Full-Service IMb prices and included in measurement	c. Percentage of Mail Processed as Full-Service IMb, but excluded from measurement
<b>First-Class Mail</b>			
Presorted Letters/Postcards			
Flats			
<b>Standard Mail</b>			
High Density and Saturation Letters			
High Density and Saturation Flats/Parcels			
Carrier Route			
Letters			
Flats			
EDDM-Retail			
Parcels			
Total Standard Mail			
<b>Periodicals</b>			
In-County			
Outside County			
<b>Package Services</b>			
Bound Printed Matter Flats			
N/A = Not Applicable			

**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
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Not Available = The Postal Service does not have this information available.

**RESPONSE:**

Product	a. Percentage of Mail in Measurement	b. Percentage of Mail entered at Full-Service IMb prices and included in measurement	c. Percentage of Mail Processed as Full-Service IMb, but excluded from measurement
<b>Presort First-Class Mail</b>			
Presorted Letters/Postcards	64.89%	72.18%	27.82%
Presort Flats	54.53%	69.57%	30.43%
Total Presort First-Class Mail	64.74%	72.15%	27.85%
<b>Marketing Mail</b>			
High Density and Saturation Letters	72.46%	78.97%*	21.03%*
High Density and Saturation Flats/Parcels	37.39%	60.44%*	39.56%*
Carrier Route	72.39%	79.72%*	20.28%*
Letters	72.62%	80.79%*	19.21%*
Flats	61.36%	73.87%*	26.13%*
EDDM-Retail	63.93%	N/A	N/A
Parcels	45.09%	Not Available	Not Available
Total Marketing Mail	66.72%	79.19%	20.81%
<b>Periodicals</b>			
In-County	7.88%	Not Available	Not Available
Outside County	60.94%	Not Available	Not Available

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Total Periodicals	55.77%	71.18%	28.82%
<b>Package Services</b>			
Bound Printed Matter Flats	11.81%	42.62%	57.38%
N/A = Not Applicable			
Not Available = The Postal Service does not have this information available.			

\* The Percentage of Mail entered at Full-Service IMb prices and included in measurement and Percentage of Mail Processed as Full-Service IMb but excluded from measurement for High Density Saturation Letters, High Density and Saturation Flats/Parcels, Carrier Route, Letters, and Flats are based on the data from FY17 Q2 to FY17 Q4 because the Total Number of Full-Service IMb Pieces was unavailable at the product level for Marketing Mail in FY17 Q1.